

NATIONAL LAW SCHOOL OF INDIA UNIVERSITY  
INFORMATION TECHNOLOGY POLICIES, 2020

PROCESS MANUAL

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*This Process Manual shall be updated by the University from time to time as required. The Manual is merely indicative, and the IT Officer and relevant University authorities may exercise their discretion to modify the response procedure to individual complaints, so long as principles of natural justice and fairness are adhered to.*

- 1. How to Report an IT Incident** - A person or persons may report an IT incident, i.e., file a complaint via email to the IT Officer [itresponse@nls.ac.in] in response to an alleged violation of these policies and/or an 'IT incident' that has taken place in the Form prescribed in Annexure A to the IT Policies.
  
- 2. Identifying the Nature of the Complaint**
  - a. The IT Officer shall, within 3 days of receipt of the complaint, determine whether any other authority or department of the University is specifically authorised to respond to such a complaint and:
    - i. refer the complaint to the relevant authority for disciplinary action in accordance with Clause 7.2.2. of the Policies and Para.3 of the Manual below; *or*
    - ii. refer the complaint to the relevant University department for further action and response; *or*
    - iii. proceed to inquire into the complaint in accordance with Clause 7.4 of the Policies.
  
  - b. The IT Officer will notify the complainant in writing if their complaint is referred to a disciplinary authority or other University department as provided in Para.2.a.(i) and (ii) above. The relevant authority/department shall thereafter be responsible for resolving the complaint in accordance with the relevant procedure.
  
- 3. IT Response methodology for complaints under Para.2.a(iii)**
  - a. The IT Officer shall endeavour to resolve a complaint within 30 days from the date of its filing. Where a complaint cannot be resolved within 30 days due to the complexity of the issue or where further resources are required, the IT Officer shall notify the complainant in writing of the delay. No complaint may be delayed by over 90 days from the date of filing.
  
  - b. The IT Officer shall inform the complainant and other relevant parties, in writing, of the manner of resolution of the complaint.
  
  - c. If the complainant remains unsatisfied with the response of the IT Officer, they may appeal, in writing, to the Vice-Chancellor. The Vice-Chancellor's response and decision shall be final.
  
  - d. The IT Officer, at any stage of the inquiry, may escalate a complaint to the relevant disciplinary authority if they are of the opinion that any form of misconduct may have occurred.

**4. Referring a complaint for disciplinary action under Clause 7.2.2**

- a. Where a complaint makes out allegations of bullying, abusing, harassing, threatening, or otherwise targeting a victim of an IT Incident the IT Officer shall refer the complaint to the relevant authority as provided here:
  - i. Where a complaint makes out allegations of sexual harassment by a student or staff member of NLSIU, as defined under Section 2(j) of the NLSIU Code to Combat Sexual Harassment 2019, the IT Officer shall refer the complaint, in writing, to the Sexual Harassment Policy Advisor. The SHPA shall proceed to take the appropriate action under the Code with the consent of the aggrieved party.
  - ii. Where a complaint makes out allegations of ragging by any NLSIU student, in violation of the UGC Regulations on Curbing the Menace of Ragging in Higher Education, 2009, the IT Officer shall refer the complaint, in writing, to Anti-Ragging Squad for appropriate action under the UGC Regulations.
  - iii. Where a complaint makes out allegations of bullying, abusing, harassing, threatening, or otherwise targeting a victim of an IT Incident by a student of NLSIU, other than allegations of sexual harassment or ragging, the IT Officer shall refer the complaint, in writing, to the Vice-Chancellor or Registrar for appropriate action under the Principles of Conduct, 2002.
  
- b. The IT Officer shall cooperate with the disciplinary authorities to provide evidence as required for any inquiry.

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